

United States Patent Application  
**COMBINED DECLARATION AND POWER OF ATTORNEY**

As a below named inventor I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name.

I verily believe I am the original, first and sole inventor (if only one name is listed below) or a joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

**IMPROVING CUSTOMER SATISFACTION THROUGH CUSTOMER IDENTIFICATION  
AND SERVICE-TIME MEASUREMENT**

and identified by NCR Corporation Docket No. 9378, the specification of which:

- a. ☒ is attached hereto
- b. ☐ was filed on \_\_\_\_\_ as United States Application Number or PCT International Application Number \_\_\_\_\_ and was amended on \_\_\_\_\_ (if applicable), which I have reviewed and for which I solicit a United States patent.

I hereby state that I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to the patentability of this application in accordance with Title 37, Code of Federal Regulations, § 1.56(a).

I hereby claim foreign priority benefits under Title 35, United States Code, § 119(a)-(d) or 365(b) of any foreign application(s) for patent or inventor's certificate or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below any foreign application for patent or inventor's certificate or any PCT application having a filing date before that of the application on the basis of which priority is claimed:

**FOREIGN APPLICATION(S), IF ANY, CLAIMING PRIORITY UNDER 35 USC § 119**

| COUNTRY | APPLICATION<br>NUMBER | DATE OF FILING<br>(day, month, year) | DATE OF ISSUE<br>(day, month, year) |
|---------|-----------------------|--------------------------------------|-------------------------------------|
|         | None                  |                                      |                                     |

**OTHER FOREIGN APPLICATION(S), IF ANY, FILED BEFORE THE PRIORITY APPLICATION(S)**

| COUNTRY | APPLICATION<br>NUMBER | DATE OF FILING<br>(day, month, year) | DATE OF ISSUE<br>(day, month, year) |
|---------|-----------------------|--------------------------------------|-------------------------------------|
|         | None                  |                                      |                                     |

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s), or 365(c) of any PCT international application(s) designating the United States of America, listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, § 1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

| U.S. PARENT APPLICATION<br>OR PCT PARENT NUMBER | DATE OF FILING<br>(day, month, year) | STATUS<br>(patented, pending, abandoned) |
|---|--------------------------------------|--|
| None  |                                      |  |

I hereby claim the benefit under Title 35, United States Code § 119(e) of any United States provisional application(s) listed below:

| U.S. PROVISIONAL APPLICATION NUMBER | DATE OF FILING (Day, Month, Year) |
|-------------------------------------|-----------------------------------|
| None                                |                                   |

And I hereby appoint:

Michael Chan of Dayton, Ohio, Registration No. 33,663,  
John D. Cowart of San Diego, California, Registration No. 38,415,  
Douglas S. Foote of Dayton, Ohio, Registration No. 31,013,  
Paul W. Martin of Dayton, Ohio, Registration No. 34,870,  
James M. Stover of Dayton, Ohio, Registration No. 32,759.

my attorneys with full power of substitution and revocation, to prosecute this application and to transact all business in the Patent and Trademark Office connected therewith. I hereby expressly waive my right to revoke the Power of Attorney granted above. Address all telephone calls to John D. Cowart at telephone number 858-485-4903.

Address all correspondence to:

John D. Cowart  
NCR Corporation  
1700 South Patterson Blvd.  
Dayton, Ohio 45479-0001.

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

R Docket Number 9378

Full name of inventor John D. FrazierInventor's signature John D. FrazierDate: 8/30/01Residence Ramona, CACitizenship United States of AmericaPost Office Address 17095 Via Del Campo, San Diego, CA 92127Full name of inventor Michael L. ReedInventor's signature Michael L. ReedDate: 8-30-01Residence San Diego, CACitizenship United States of AmericaPost Office Address 17095 Via del Campo, San Diego, Ca 92127

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